

July 24 2020

Lyft CA Wheelchair Accessible Vehicle Workshop



amp

NOW IT'S OFFICIAL

BRIGHTER, BETTER
RIDES IN A BOX

Lyft's WAV Program

Summary:

Lyft launched a Wheelchair Accessible Vehicle ("WAV") program in LA and SF counties, with dedicated vehicles in each city, starting July 2019.

We are pleased to announce we have decided to extend the pilot beyond one year.

Partner - First Transit:

Lyft's WAV program is in partnership with First Transit, a nationally recognized paratransit service provider.

Our Goal:

We aim to provide available, affordable, and reliable WAV service on the Lyft platform for the benefit of individuals with physical disabilities.



WAV Program

- Throughout the year-long pilot, Lyft has collected and analyzed data from the WAV rides taken in SF and LA, as well as feedback from community partner groups, in order to gain a more comprehensive understanding of passenger needs, driver response times, and WAV vehicle supply needs. We have used that data to determine how best to modify, extend, or expand the program.

Where can passengers get picked up and dropped off?

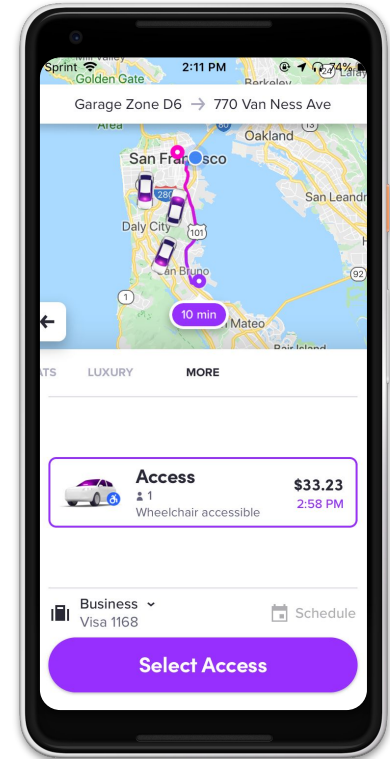
- In SF County, pick up within the County (and SFO airport) and drop off anywhere.
- In LA County, pick up and drop off within County limits.
- Curb-to-curb Service

What are the operating hours?

- 7:00am - midnight / 7 days a week

How much do WAV rides cost?

- Same as Classic Lyft rides



The Drivers

Who are the drivers?

- Drivers are employees of First Transit
- First Transit emphasizes driver training and best practices through:
 - Pre-employment and ongoing random drug testing
 - Stringent background and record checks
 - Physical performance evaluations
 - Comprehensive customer service training
 - The Smith System of Defensive Driver Training program, completed as part of new driver training, and refreshers conducted through the year
 - On-vehicle accident avoidance system with driving behavior coaching tool
 - Specialized training just for WAV and paratransit operations, including how to provide excellent service with patience and compassion for paratransit passengers, including individuals with various disabilities and the elderly.
 - Courses include Interacting with Passengers, Diffusing Conflicts, and Effective Communication.
- Drivers must also go through Lyft onboarding process

All drivers are background checked.

The Cars

What kinds of cars are part of this pilot?

- 2019 Toyota Sienna Minivans and 2019 Dodge Caravans modified for accessibility

What is the wheelchair occupancy of these vans?

- 1 wheelchair rider & 4 ambulatory riders (plus driver) at full capacity.

Are these vans rear- or side-entry for wheelchair users?

- Side-entry and rear-entry

Will these vans be marked as WAV?

- Yes, they are marked with a wheelchair symbol as well as Lyft trade dress

Can I bring companions or aides in a WAV with me?

- Your driver will be more than happy to drive you and your friends in a Lyft WAV. Most vehicles on the platform can seat up to 4 passengers.

Are service animals allowed in the WAV?

- Yes, drivers must comply with applicable laws and Lyft's Service Animal Policy. The law and Lyft's Service Animal Policy state that drivers may not deny service or otherwise discriminate against passengers with service animals.









Overview:

- Incremental costs
- Improved levels of service regarding response times
- Issues with funding to non-regulated transportation carriers
- TNCs allowed as access providers
- Annual benchmarks for TNCs
- Additional TNC accessibility issues
- Issues with substitutes for legal tender and subsidizing rides
- Inspection and training requirements

Incremental Costs

- Pub. Util Code §5440.5(a)(1)(B)(ii) unambiguously permits TNCs to recover “amounts spent by the TNC during that quarter to improve WAV service.”
- Does not limit recovery to “incremental” costs
- PUC should apply statute as written and may not substitute its judgment for that of the Legislature

Improved Level of Service Regarding Response Times

- Narrow focus on Response Times detracts from other aspects important to disability community and creates self-defeating standard
- QoQ improvement in Response Times quickly becomes unattainable, effectively eliminating reimbursement provision
- **Recommendation:**
 - QoQ improvement should take *multiple metrics into account* a]each TNC should only be required to show **improvement in one**.
 - Or, QoQ improvement should be measured by **quarterly benchmarks** only instead of being measured against improvement in previous quarter.
- **PUC should also consider:**
 - Number of WAVs in operation, trips completed, cancelled, not accepted
 - % of WAV trips cancelled, not accepted

Annual benchmarks for TNCs

- Annual Benchmarks should be aligned with Offset Standards
- Avoid creating conflicting goals/incentives
- Used only to evaluate effectiveness of CPUC regulations in achieving goals of statute.

Access Providers Must Be Regulated by Commission

- Commission would lack ability to:
 - Ensure funds are used for WAV or
 - Compel compliance with driver training, vehicle inspections, etc.
- Access Providers should be held to same standards as TNCs to ensure achievement of statute's goals

TNCs as Access Providers

- Agree with CPED that TNCs should be permitted to apply for access funds
- Lyft Proposal: TNCs can apply for funds:
 - If TNC incurs more in reimbursable expenses than TNC collected in access fees and qualifies for an offset;
 - If TNC qualifies for exemption and incurred more in reimbursable expenses than collected;
 - TNC that has not operated WAV program in geographic area, should be permitted to apply for funds to aid in launching a program.

Additional TNC accessibility issues

- Lyft has long been dedicated to improving access for individuals with a variety of disabilities
- Partnerships:
 - National Down Syndrome Society
 - National Federation of the Blind
 - Aira
 - National Association of the Deaf
- Note:
 - Complex; no national standards/one-size fits all
 - Avoid etching in stone evolving solutions
 - Rulemaking addressed to WAVs

Issues with substitutes for legal tender and subsidizing rides

- Complex and evolving technological standards should not be dictated by regulation
- Requires coordination between public agencies and private entities
- Beyond TNC control to implement
- Should examine creative public private partnerships

Inspection and training requirements

- TNA Access for All Act does not require TNCs to launch WAV program or launch in all geographic areas
- WAV driver training and vehicle inspection requirements should not be part of the TNC application
- Already part of offset and exemption requirements

Our Goal

We aim to provide available, affordable, and reliable WAV service on the Lyft platform for the benefit of individuals with physical disabilities.

THANK YOU

Traci Lee, Senior Public Policy Manager
Izzy Gerundio, Program Lead

